



Bournemouth, Christchurch & Poole Safeguarding Adults Board

ANNUAL REPORT 2024-2025
Safeguarding is everybody's business

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Foreword

I'm delighted to introduce the BCP Safeguarding Adults Board (SAB) Annual Report 2024-2025. Over the last year, we have continued to strengthen our commitment to safeguard adults with care and support needs from abuse, harm and neglect in Bournemouth, Christchurch & Poole.

Our Board continues to meet jointly with the Dorset Safeguarding Adults Board and shares all subgroups which enables us to work efficiently with our partners across the local authorities, NHS and the Police and with many other public, voluntary and community sector organisations. A separate annual report is published for Dorset Safeguarding Adults Board as we have constitutionally retained separate Boards, enabling us to have place-based meetings where required.

It has been a busy and challenging year for many of our partners with increasing pressures across the system, though we have continued to work closely together to progress the priorities set out in our strategic plan to keep people safe. This has included:

- agreeing protocols for closer working with HM Coroner for Dorset
- strengthening our relationships and focus on safeguarding in Prisons and for those upon release from prison, through improved system engagement
- sharing best practice and embedding learning through our annual multi-agency SAR learning event.

In addition to assurance through Board meetings and subgroups, our partners completed an annual audit providing evidence to the Board that their safeguarding arrangements are effective and that learning from safeguarding reviews is being embedded in practice throughout their organisations.

This year, we published SAR Edward, which is summarised later in this report and highlights key learning points around people who are cuckooed and how professionals use Multi-agency Risk Management processes to support and protect them.

I remain committed to ensuring that people's voices and their lived experience are reflected in our learning and approach to safeguarding with every Board meeting featuring a personal safeguarding story.

In 2025-2026, we will be refreshing our strategic plan as well as developing a new website to continue to promote safeguarding adult awareness and practice. I would like to thank the continued commitment, leadership and hard work of all our partners and also of the Board support team.



Siân Walker McAllister, Independent Chair BCP Safeguarding Adults Board

The role of a Safeguarding Adults Board

A Safeguarding Adults Board (SAB) plays a crucial role in protecting adults with care and support needs who are at risk of abuse, harm and neglect by providing multi-agency strategic oversight of adult safeguarding.

A SAB oversees and seeks assurance on the effectiveness of the safeguarding work of its members and partner agencies which includes the Local Authority, NHS, Police, Probation services, Prisons, Fire service, community and voluntary organisations.

Its functions and responsibilities are outlined in the Care Act 2014. Bournemouth, Christchurch and Poole Safeguarding Adults Board has three core duties:

- Developing and publishing a **strategic plan** detailing how we will meet our objectives and how our partner agencies will contribute to delivering our strategic priorities
- Publishing an **annual report** to report on progress against our strategic priorities and how effective we have been
- Commissioning and publishing **Safeguarding Adult Reviews** (s.44 of the Care Act) when an adult in our area dies as a result of abuse, harm and neglect, whether it is known or suspected and there is a concern that partner agencies could have worked more effectively to protect the adult.

SABs must arrange a Safeguarding Adult Review if an adult in its area has not died but the SAB knows or suspects that the adult has suffered serious abuse or neglect and must ensure partners demonstrate how they work together so that lessons learned impact the future delivery of services to those with care and support needs.

The Dorset and BCP Safeguarding Adults Boards are made up of senior representatives from the following agencies:

Our Statutory Partners



DORSET
POLICE



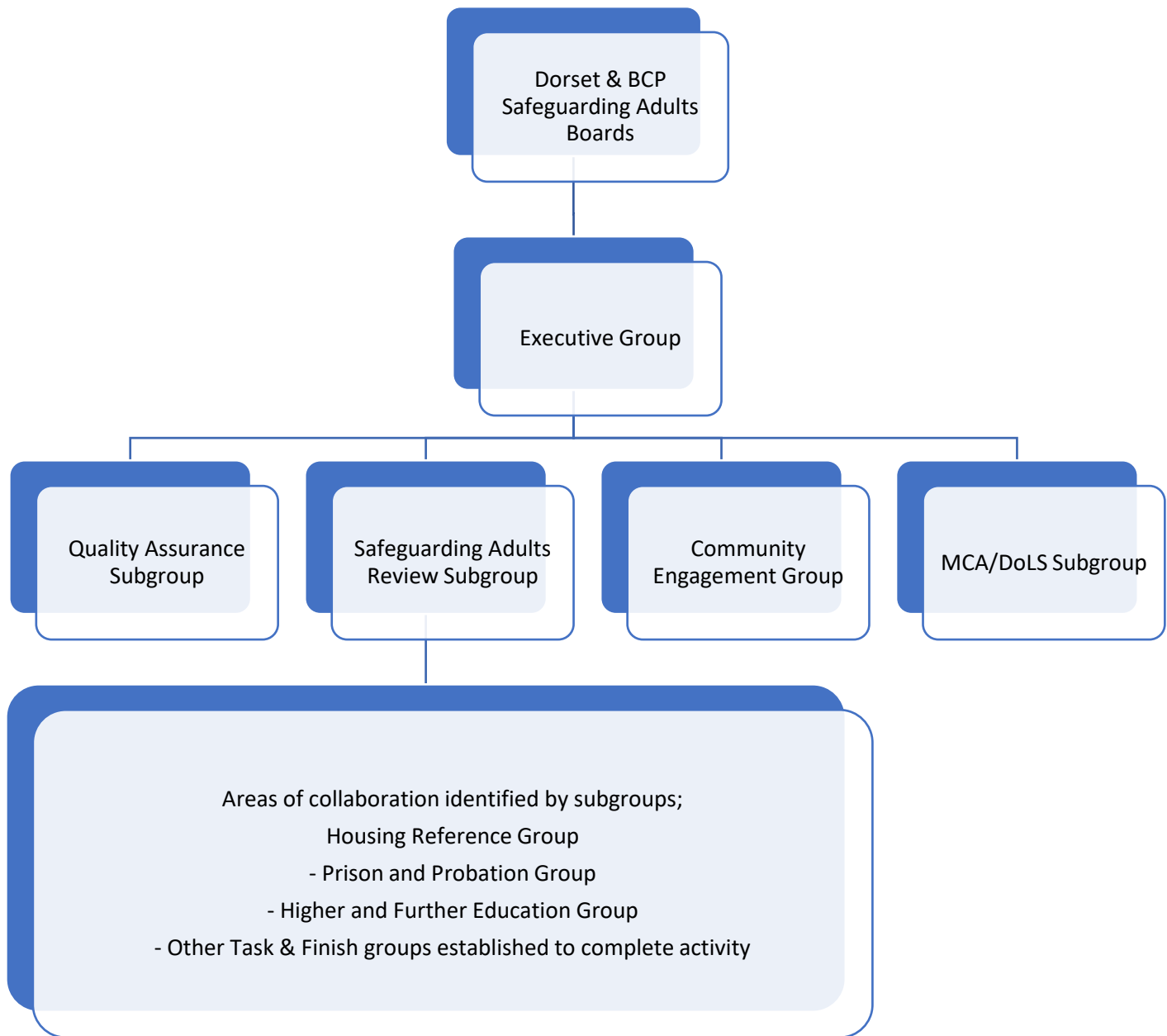
Local Authority representatives from Dorset and BCP Councils include senior officers from Adult Social Care and Housing as well as Cabinet Members for Adult Social Care.

Our Board Member Organisations



HMP Guys Marsh
HMP Portland
HMP The Verne

Structure of the Dorset & BCP Safeguarding Adults Boards



Budget 2024-2025 £

Dorset & BCP SABs maintain a working budget to enable them to undertake their work, and the priorities identified in the strategy and business plan. Each year, contributions are received from statutory partners to support this work.

During 2022-2023 the two Boards merged the Business Units and subsequently the budgets.

The Dorset and BCP SABs are grateful for the financial support of partners which enables us to carry out our work.

BCP Council	£70,000
Dorset Council	£70,000
NHS Dorset	£38,745
Dorset Police	£19,404
Total	£198,149

BCP Council Safeguarding Activity in 2024-2025

Concerns received S42.1	
Numbers received	6,291



Progressed to a Sec 42.2 Enquiry	
Numbers received	1,381

Breakdown of CONCLUDED Sec 42.2 Enquiries

Sources of Risk Breakdown	
Service Provider	27%
Known to individual	65%
Unknown to individual	8%
Top 4 Types of Abuse	
Neglect & Acts of Omission	28%
Financial or Material	18%
Physical	13%
Psychological	16%
Top 4 Locations of Abuse	
Own home	63%
Care home (Residential)	13%
Other	5%
In the Community	10%

Outcome of the Sec 42.2 Enquires (when risk identified)

Risk Removed	32%
Risk Reduced	62%
Risk Remains	6%

Gender & Age

22% of Concerns (S42.1) require a Section 42 Enquiry (S42.2), of which 58% of those Section 42 Enquiries (S42.2) are Female and 40% are Male (2% gender is Unknown).

45% of the Concerns that required a Section 42 Enquiry (S42.2) are for People aged 65 and over



Strategic Plan 2023-2026

The Dorset and BCP Safeguarding Adults Boards' strategic aim is to ensure adults are safeguarded by empowering and supporting them to make informed choices and decisions (Making Safeguarding Personal).

Preventative work in safeguarding	Seeking assurance on safeguarding practices	Assurance on delivery of 'Making Safeguarding Personal' (MSP).
Prevention Aim: Continued development with partners of preventative work in safeguarding.	Accountability Aim: Continuing to seek assurance on safeguarding practice across system partners.	Partnership working Aim: Assurance on delivery of 'MSP' using a whole family approach.
We will: - Review learning from SARs from DBCPSAB & other Boards and revisit thematic learning from reviews to inform preventative work with adults with care and support needs. - Ensure we always take account of the experiences of people who use services or receive safeguarding interventions. - Seek assurance on an annual basis from partners that learning is embedded in the work of all frontline staff in all services in line with our Training & Development strategy. - Ensure that the Boards' subgroups are able to provide evidence of system learning and working to deliver preventative work. - Ensure there is good multi-agency working with a contextual safeguarding approach to preventative work with people who are homeless. - Improve use of data from all partners to enable us to identify trends which influence preventative work across all agencies	We will: - Continuously develop how we receive assurance as governance frameworks evolve across every statutory partner. - Ensure data is understood/ used to identify themes for every partner to progress in their safeguarding work; that information and learning is shared across the system. - Work in partnership across the safeguarding children and community safety partnerships to ensure that complexities of 'Transitional Safeguarding' are understood well. - Seek assurance on delivery of safe and person-centred practice in private mental health hospitals and for all placements of people outside our area. - Seek assurance that 'Think Family' practice across all agencies is embedded. - Continue to seek assurance on health & social care practice and provider care quality. - Seek assurance that the system is working to safeguard people via the new national policing initiative, 'Right Person, Right Care'	We will: - Seek assurance from all partners that Making Safeguarding Personal (MSP) is embedded throughout all agencies' safeguarding work. Seeking evidence that people have opportunity to express their outcomes at every stage in their safeguarding journey. - Involve people in the work we do – review how we communicate more widely with people and listen to and act upon the voices of those who have experienced safeguarding interventions. - Deliver our communication/ engagement strategy to the widest audience with the support of the voluntary and community sector through our Community Engagement Subgroup. - Ensure that the Quality Assurance subgroup continues to audit application of MSP and provides data which evidences that application of MSP is embedded.

Key achievements in 2024-2025

In our strategy we said...	This is what we achieved.....
Continued development with partners of preventative work in safeguarding	• Agreed protocols with the HM Coroner for Dorset, for working together in respect of SARs and Inquests • Worked with Public Health to develop a protocol to respond to suicide clusters and deliver SAB governance so there can be effective links with SARs • Continued with our programme of Prison visits - in August 2024 visited HMP Guys Marsh to re-engage with developing safeguarding in prisons with particular focus on pre-release • A joint event was held in September 2024 with professionals from the criminal justice sector, with a focus on safeguarding within prison settings and preparation for and beyond release. Participants included 3 local prisons as well as HMP Eastwood Park (nearest women's Prison in Gloucestershire), local Probation Service and LA safeguarding & housing teams along with colleagues from NHS providers.
Continuing to seek assurance on safeguarding practice across system partners	• Focused on policy/governance development and review - the Complaints Policy; SAR Policy; Subgroup Terms of Reference; SAB Constitution; Multi-Agency Safeguarding Procedures were all reviewed, updated and shared with partners. A SAR Subgroup Development Event was held in November 2024 to address working effectively and efficiently to the revised SAR Policy • A SAR Learning Event was held in June 2024 with over 300 colleagues from SAB partner organisations – the event featured the Boards' SARs 'Billy' and 'Simon'; and 2 SARs of national significance together with a presentation on the 2nd National SAR Analysis • Published a '7-Minute' Learning Review on SAR 'Billy' and delivered confidential Learning Review on SAR 'Elizabeth'. 7 Minute Learning SAR Billy • Published a '7-Minute' Learning on Diagnostic Overshadowing 7 Minute Learning Diagnostic Overshadowing • Commenced production of our SAB Newsletter with a broad distribution which received positive feedback.
Assurance on delivery of "Making Safeguarding Personal" (MSP) using a whole family approach	• Partners reflected on their MSP practice in our annual audit questionnaire. • Many different 'Personal Safeguarding Stories' presented by our Partners at our Board Meetings • The Community Engagement Group (CEG) continues its work looking at preventative measures with the aim of supporting people across our communities. Dorset Police presented the Herbert Protocol and CEG heard from organisations focusing on Dementia care.

Subgroup Chairs reports 2024-2025

Community Engagement Group (CEG) Subgroup	Membership continues to be a focus; to increase membership, giving a broader representation of VCSE (Voluntary, Social & Community Enterprise) sector across BCP & Dorset areas. Chaired by Voluntary & Community Sector (VCS) representatives from Council areas, bringing together a wide range of skills and knowledge of the wider sector. The group met 3 times in 2024-2025, and members discussed what is important to them, in respect of safeguarding, leading to a focus on Self Neglect, Hoarding and Local Authority safeguarding referral processes. The CEG received presentations from Dorset & Wiltshire Fire and Prama Life on the work they do to support people who hoard, which helps minimise risk. Both Dorset and BCP Council's Adult Social Care partners presented on their safeguarding referral process, giving organisations and volunteers clarity and increased knowledge about reporting safeguarding concerns. CEG works to refresh and review good safeguarding practices within the VCSE and share these findings and learning across the sector and has worked with other Boards' subgroups to ensure that the VCSE is recognised as often being the first point of contact for Dorset & BCP residents and that the sector often initiates reporting a concern when supporting adults in the community.
Safeguarding Adult Review (SAR) Subgroup	The Safeguarding Adult Review (SAR) subgroup met on 6 occasions throughout 2024-2025. The Subgroup held a Development Event in November 2024 to highlight the revised SAR Policy and the SAR referral process. During 2024-2025 the SAR subgroup provided the governance leading to the delivery and publication of one Safeguarding Adult Review - SAR Edward. The subgroup has considered 8 referrals over the year and two of these met the criteria for commissioning a SAR. These 2 individuals each experienced self neglect, one SAR will focus on system learning and the other will use a learning event methodology.
Mental Capacity Act/ Deprivation of Liberty Safeguards (MCA/DoLS) Subgroup	During this year the Mental Capacity Act & Deprivation of Liberty Safeguards (MCA/DoLS) Subgroup was established and met 3 times. Key areas of focus for the group included fluctuating capacity and executive function, community DoLS and data benchmarking. The group is gaining momentum and working well to address key issues. Links to other subgroups are already proving valuable. Discussions and information sharing will lead to better practice and practitioners feeling more supported. Regularly discussing SARs will enable the subgroup to address specific issues and ensure that actions and learning points are effectively tracked and implemented.

Subgroup Chairs reports 2024-2025

Quality Assurance (QA) Subgroup	In 2024-2025, the QA Subgroup focused on ensuring that it can measure that learning and insights are embedded across partner agencies. Building on an audit by partners into self-neglect in 2023-2024, the QA subgroup agreed 5 key assurance indicators in 2024-2025 which will form part of future assurance. The group has reviewed • Drug Harm Strategy • gave further consideration to the impact on safeguarding on the cost-of-living crisis and agreed a focussed examination of whether there is any evidence that the cost-of living crisis is impacting the volume and complexity of safeguarding risk for adults with care and support needs in BCP and Dorset. Future areas of focus include embedding 'Think Family' and developing a closer working relationship with other Board subgroups - in particular the SAR subgroup, to track and provide assurance on the delivery of learning and improvements in practice following publication of SARs.
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BCP Safeguarding Adult Reviews (SARs) published 2024-2025:

SAR Edward (published February 2025)

[BCP SAB Safeguarding Adults Review Edward](#) [SAR Edward 7-minute learning](#)

Background

Edward was a 35-year-old man who had a keen interest in cookery and music, he played several musical instruments and had a foundation degree in 'Popular Music'. Edward was financially secure, owned his own flat and worked in a local supermarket. He lived on his own and was generous with people whom he believed were his friends. Edward was befriended by several young people over a prolonged period, who used his flat to prepare and deal drugs. Edward thought these people were his friends but admitted to professionals that he feared them. Whatever the reasons that attracted young people to Edward's home, it led to a significant decline in his life, contributed to his increased drug use, his deteriorating mental health, and significant behaviour change. Edward was murdered by two 16-year-olds. A criminal trial concluded that the young men were previously unknown to him,

Edward was known to have a mental illness and had been referred to mental health services; he was diagnosed as having schizophrenia. Edward was supported by a Care Coordinator from the Community Mental Health Team, but this support was limited. Concerns around Edward being cuckooed were raised in 2020. Edward made 2 self-referrals to Addiction Services but did not respond to follow-up support. Despite support from his family, Edward did not have the ability to manage his finances and by 2021, was known to be using foodbanks.

Key Learning Points:

It was believed that young people were using and had 'taken over' Edward's house for drug dealing – this is known as 'Cuckooing'. Whilst at the current time 'Cuckooing' is not a criminal offence, the review determined that professionals need to:

- Better understand cuckooing and how victims of cuckooing may also experience criminality such as violence, sexual violence and theft.
- Ensure that additional support be provided as required by victims, from agencies such as substance misuse providers, community mental health teams or GPs and to ensure valuable information is not missed or not shared.
- When aware that someone is being exploited, share information with other professionals, using the Multi-agency Risk Management process (MARM), for example, which is one way that all agencies could have shared information to support Edward. Early identification and assessment of the risk to people like Edward, needs to be undertaken early together with a prompt multi-agency response.

The Safeguarding Adults Board are also currently working on a number of SAR referrals which will likely be published in 2025-2026.

Partner assurance

This section includes a short report from each of our partners which highlights their achievements in 2024-2025 and the work they have done to embed learning from Safeguarding Adults Reviews, strengthen safeguarding practice and Make Safeguarding Personal.



BCP Council Adult Social Care, Commissioning and Operational Services



Achievements during 2024-2025

Adult Social Care (ASC) – Services

- Safely managing high demand of Section 42 (1) Concerns
- Development, implementation and embedding of the Serious Incident & Learning Procedure
- Review and refresh of the Parental Substance Misuse Court job role function
- Implementation of improvement plans that came from the Safeguarding Peer Challenge and Local Government Association (LGA) Peer Review
- Developed an improvement plan to enhance practice around 'Transitional Safeguarding'. A particularly positive element of this plan is the newly launched pilot being carried out with Children's Services; the pilot seeks to improve awareness within Children's Services on ASC's role and when to refer young people approaching 18. This work is focussing on young people who are not already identified through the Preparing for Adulthood pathway.

ASC – Commissioning

- Joint working between ASC operations and ASC Commissioning e.g. joint safeguarding/ focus visits either under Large Scale Enquiries (LSE) or undertaking preventative work with a safeguarding focus
- Regular information and intelligence sharing between ASC operations and ASC commissioning colleagues, and partners e.g. Care Quality Commission (CQC).

Challenges to effective safeguarding adults

ASC – Services

- Demand management
- Workforce retention and resilience
- The ability to recruit experienced practitioners who are able to undertake Safeguarding Enquiries.

ASC – Commissioning

- Inconsistent representation at low level or information sharing meetings (CQMG/quarterly) between partners e.g. Police, South Western Ambulance Trust, CQC.
- System and staff change in CQC prompting a need to review our processes and how we engage with them.

BCP Council Adult Social Care, Commissioning and Operational Services



Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

Due to the Thematic Review SARs and Mental Capacity Act (MCA) the focus this past year has been about improving MCA practice. A mandatory webinar was given to all front-line staff in November 2024 to launch a variety of newly developed Mental Capacity Act resources which includes:

- BCP Mental Capacity Act Guidance (co-produced with practitioners)
- Practice Guidance: Preparing for an MCA Assessment
- MCA Assessment Auditing tool
- A dedicated area on Adult Social Care intranet for Mental Capacity Act Resources
- Launch of monthly MCA Forums – one topic (as requested by practitioners) every 2 months – first session focussing on the theory provided external trainer second session is practice focused led by the MCA & DoLS team.

Achievements during 2024-2025

- Established Safeguarding Hubs around two years ago. Over the past year the benefits of these have been realised through the closer links with the Local Authorities and greater focus on investigations involving offences against vulnerable adults
- Established a 'Vulnerability' Board chaired by an Assistant Chief Constable to provide a more strategic forum for issues to be raised.

Challenges to effective safeguarding adults

The challenge internally remains ensuring that the Adult Safeguarding agenda receives the same level of attention as other areas of policing.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

The recommendations from all SARs are managed through our Force Operational Learning Board which is chaired by an ACC. This provides an audit around the implementation of the findings.

Achievements during 2024-2025

In 2024–2025, NHS Dorset significantly enhanced their Multi-Agency Risk Management (MARM) capabilities. By expanding resources and further embedding the MARM process more deeply into everyday practice, they've enabled a more coordinated, proactive, and person-centred response to complex risk scenarios. This work reinforces their commitment to safeguarding through integrated, collaborative care.

Recognising the critical link between data protection and safeguarding, the NHS Dorset safeguarding team worked closely with the NHS Dorset Data Protection Team to explore how these domains intersect. This joint initiative has improved mutual understanding and fostered stronger collaboration, ensuring that patient data is safeguarded while our statutory responsibilities are fulfilled with greater confidence and cohesion.

Understanding the complexities of applying the Mental Capacity Act (MCA) within their local NHS system is an essential part of NHS Dorset's role. To support this, The Designated professional for Adult Safeguarding led a comprehensive stakeholder engagement study. This work brought together expert voices within the local NHS system to identify key challenges and co-develop practical solutions. The insights gained will directly inform strategic planning, enhance frontline practice, and guide meaningful improvements in how the MCA is implemented across services.

Supporting 'Named Professionals' is a core part of the Designated Professional role. In line with this, the Designated professionals for Children and Adult Safeguarding collaborated with colleagues at South Western Ambulance Service to deliver tailored training on writing high-quality Statutory Reviews. This initiative has strengthened skills, boosted confidence, and ensured that learning from safeguarding cases is captured clearly and consistently, ultimately contributing to better outcomes for the people we serve.

System Level achievements

In 2024-2025, the Designated Professional for Adult Safeguarding dedicated time to visiting a wide range of frontline services, including Dorset Volunteer Centre, food bank, acute NHS trusts, and commissioned NHS services. These visits provided invaluable, ground-level insight into the services being delivered and the safeguarding challenges faced by staff and volunteers alike. The rich understanding gained from these engagements has directly informed strategic discussions and played a key role in shaping NHS Dorset's new commissioning strategy, ensuring it is responsive, inclusive, and grounded in the realities of those working closest to the community.

During Safeguarding Adults Week 2024, NHS partners across Dorset launched a new resource designed to promote and support professional curiosity. This collaborative tool empowers practitioners to ask the right questions, challenge assumptions, and explore concerns more confidently, strengthening safeguarding practice and helping to ensure that adults at risk receive the support and protection they need.

The 'Named' GPs for Safeguarding led the completion of a workstream focused on raising awareness across acute and community trusts about the risks associated with prospective access to GP records, particularly the potential for coercive access in cases of domestic abuse. Through targeted engagement, it was ensured that Trusts and GP surgeries were informed of the safeguarding implications, prompting the implementation of training and system safeguards. These measures now help prevent sensitive information, such as letters or consultation notes. This work has been especially vital in protecting victims of domestic violence, where risk of a perpetrator accessing records through coercion could significantly increase harm. The initiative has strengthened data protection practice and embedded a safeguarding lens into digital access protocols across Dorset.

Challenges to effective safeguarding adults

NHS Dorset is actively working to build a more comprehensive understanding of safeguarding activity across the entire health sector, including areas beyond our major NHS providers. While current insights are strongest within acute and community services, we recognise the opportunity to strengthen our visibility in sectors such as dental and independent healthcare. By enhancing data-sharing partnerships and broadening our engagement, we aim to provide the Board with richer, more informed advice to support the development of effective, system-wide safeguarding strategies. Our ongoing collaboration with local authorities remains a valuable foundation for this work, and we are committed to expanding and refining our approach.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

In 2024-2025, NHS Dorset has taken significant steps in strengthening its safeguarding system, driven by powerful learning from a series of Safeguarding Adults Reviews (SARs), including SARs "Billy," "Simon," "Aziza," and "Edward." Each review offered critical insights into areas such as multi-agency communication, risk escalation, and early intervention, highlighting opportunities to improve how services respond to adults at risk.

In response, NHS Dorset has implemented a comprehensive programme of improvements across the organisation. This includes:

- **Enhanced training** to help staff build on their current competencies to further recognise and respond to cumulative risk factors, ensuring earlier and more effective intervention.
- **Refined information-sharing protocols** that support timely, coordinated action between NHS services and partner agencies.
- **Updated frontline guidance and tools** to promote professional curiosity and empower staff to make more confident, defensible safeguarding decisions.
- **Clearer escalation pathways** to ensure that concerns are addressed swiftly and appropriately.
- **Stronger collaboration with voluntary and community sector partners**, recognising their vital role in safeguarding and early support.
- **Strategic integration of SAR learning into commissioning processes** via the gateway review mechanism, embedding safeguarding as a core design principle in all services.

These actions reflect NHS Dorset's commitment to continuous learning, system-wide collaboration, and delivering person-centred, inclusive safeguarding. By turning the learning from SARs into tangible improvements, NHS Dorset is not only addressing past challenges but also building a more resilient, responsive, and compassionate safeguarding system for the future.

Dorset & Wiltshire Fire and Rescue Service



Achievements during 2024-2025

- Increased to 3 safeguarding team members, allowing more time for safeguarding responsibilities, created a 'Safeguarding Dashboard', developed bespoke training and resources (using QR codes, MSP posters and Z cards, family tree posters, Fatal Fire guidance document) and guidance.
- Enhanced our referral form to be more intuitive and have a specific drop down for circumstances of self-neglect.
- Launched 'FRS Speak Up', completed train the trainer National Fire Chiefs' Council (NFCC) 'Safer Recruitment' Training
- Programmed drop-in safeguarding awareness sessions at Stations ('brew with the crew').
- All 'Safe & Well' Advisors are now trained in 'mental health first aid'.
- The safeguarding team won a DWFRS award for 'Making a Difference' for their Violence against Women & Girls (VAWG) related work.

Challenges to effective safeguarding adults

FRS are attending more incidents for people in crisis, this can be problematic if we are the only emergency service at the incident and there is no access to a mental health professional, the knock on being delayed at incidents where we are not the right person to support. We are experiencing resistance from some agencies to share information; we are working on resolving this.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

When fire-related lessons are identified from SARs, we share them appropriately and make corresponding updates to procedures. We routinely monitor the National SAR Library on the National AB Chairs' Network website and discuss relevant fire-related cases during regional FRS safeguarding meetings. In addition, we review Regulation 28 reports and implement changes or updates as necessary.

South Western Ambulance Service Trust (SWAST)



Achievements during 2024-2025

- SWAST has progressed its safeguarding improvement plan. We have strengthened our governance arrangements, increased our team capacity and are delivering much improved safeguarding training for our staff, which is aligned to the intercollegiate documents.
- We have been able to fully review our Managing Professional Safeguarding Allegations policy and develop a Safeguarding Supervision policy.
- We have launched our telephone support line for frontline staff, this enables them to contact safeguarding specialists or, out of hours, advanced clinicians for safeguarding advice on scene.

Challenges to effective safeguarding adults

- Lack of capacity within the SWAST Safeguarding Services.
- Processes which were predominantly custom and practice rather than defined processes.
- A manual referral management process which can result in delays in sharing information and has been increasingly difficult to manage as we have seen a continual increase in safeguarding referrals.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

- Within SWAST we have undertaken a significant programme of change within Safeguarding as a result of an independent review of many of the aspects covered within the project such as training, effective referrals processes, information sharing reflect the themes of SARs.
- On receiving recommendations from SARs, we have cross-referenced to ensure the learning/ recommendations are actioned. Where they are not, separate action is taken, e.g., adding application of professional curiosity within our safeguarding mandated training.
- SWAST recognise the themes of SAR recommendations appear to be; Training, application of Professional Curiosity and Mental Capacity Act.

Achievements during 2024-2025

- Full participation and sharing learning from Safeguarding Adult Reviews, Domestic Homicide Reviews, Child Safeguarding Practice Reviews (Thinking Family) and Multi Agency Public Protection (MAPPA) reviews
- Continued improved training and support on domestic abuse and sexual violence (use of Domestic Abuse, Stalking and Harassment (DASH) Tool) and controlling and coercive behaviours
- Closer links with all inpatient wards to improve evidencing 'Making Safeguarding Personal' (MSP) and improving confidence and competence to undertake mental capacity assessments
- Implementing sexual safety standards on all mental health wards, including development of sexual safety policy for all patients.
- Closer links with the Homeless Health Care team to support safeguarding practice.

Challenges to effective safeguarding adults

- Staff understanding of undertaking and recording mental capacity assessments
- Staff understanding that safeguarding is everyone's business and a key component to all intervention (making safeguarding personal)
- Developing a joint understanding with partner agencies for committed attendance at Multi Agency Risk Management (MARM) meetings under the SAB guidance for good practice
- Ensuring patients admitted to community hospitals (physical health) have a legal framework in place and their human rights protected when lacking the mental capacity to consent to care and treatment within that hospital setting (interface between the Mental Capacity Act 2005 and the Mental Health Act 1983, amended 2007 with the introduction of Deprivation of Liberty Safeguards (DoLS)).

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

The learning is shared via the Trust's bi-monthly Safeguarding Group, updated policy, training and guidance and discussed during calls to the safeguarding advice line.

Main areas of focus within 2024-2025 have been:

- Development of self-neglect training and links with the local authorities' self-neglect and hoarding panels.
- Updated the DHC MARM guidance developed from the SAB, including how to escalate concerns to partner agencies.
- The development and sharing of guidance on Diagnostic overshadowing.
- The continuation of an MCA improvement plan across the Trust.
- Closer links with inpatient wards to support 'Making Safeguarding Personal (MSP)
- Sharing information developed by the DBCP SAB to improve recognition and practice relating to 'Cuckooing'.

Achievements during 2024-2025

- Development of Dorset County Hospital (DCH) Safeguarding team through positive recruitment
- Improved relationships and working practices with local partner agencies, allowing for more creative and co-ordinated approaches to statutory safeguarding (s42 Care Act) processes and discharge challenges related to safeguarding, resulting in some reduction of delayed transfers of care and a clearer understanding of each other's roles and limitations
- Coaching and supervision offer increased due to increase of resource within the team
- Strong 'think family' ethos demonstrated through quarterly data collection
- Improvements through weekly discussions and collaboration work with the discharge teams to consider 'Making Safeguarding Personal' and reduce paternalistic views by ward teams
- Increased recognition by DCH staff of potential transferability of risk that require consideration under People in Positions of Trust (PiPoT) / Local Authority Designated Officer (LADO) process.

Challenges to effective safeguarding adults

- Increased activity throughout 2024
- Inability to release staff for additional training / learning due to high levels of activity and acuity
- Insufficient reporting systems that will meet the new challenges of complex safeguarding
- Improvements to digital systems recognition: DCH staff need to consider greater utilisation of held information to inform decision making / multi agency planning
- Increasing demands on partner agencies, impacting on people remaining within an acute hospital for protracted length of time with no acute clinical requirements
- Limited support in respect of domestic violence due to commissioned service unable to backfill long term absence.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

- Mental Capacity Assessment/Mental Health Executive Function - Advice sought relating to a person who presented with an addiction to illicit substance/alcohol and appeared to lack capacity to make decisions about their care & treatment. Advice was that the Trust needed to assess capacity to consent to immediate care and treatment; that if the person had capacity, then the Trust would be unable to use apply the principles of the Mental Capacity Act in making decisions or apply for authorisation under the Deprivation of Liberty Safeguards (DoLS).
- Clarified that in terms of ongoing care and risks around discharge/placement/rehabilitation, the Local Authority would be responsible for undertaking the assessment of capacity.
- Learning across all partners as a result. Prompt Multi-Agency Risk Management (MARM) meetings to discuss risks and how best managed within appropriate legal frameworks and resources/options available. Highlighted need to consider appropriate and lawful use of legislation and how these impacts upon the person, other patients on ward can, i.e. how imposing restrictions can increase challenging behaviour towards others in acute hospital setting and need to consider how these risks can be mitigated.

Achievements during 2024-2025

- Audited Safeguarding Referrals following internal observations and partner feedback about quality. The outcomes led to a revised Safeguarding Adult Referral which includes more in-depth information, captures the person's wishes, directs staff to other pathways where safeguarding criteria is not met, and shares information to more partners – including GPs. All safeguarding concerns identified on admission to UHD now also form part of the electronic record for all staff to see if they are providing care for that person
- Improved use of body maps and progress being made towards imaging of wounds/skin damage to improve documentation – Safeguarding is now embedded within clinical workstreams for 'Fundamentals of Care' including Tissue Viability and Record Keeping. We intend to join workstreams in the next year to ensure safeguarding is on all agendas
- Launch of L3 Safeguarding Adults training using the NHSE National E-Learning Hub modules and blended face to face elements to capture Trust and SAB learning from local cases and SARs. Significant improvement in Oliver McGowan e-learning training
- Active partners in SAB meetings/ sub-groups. We enjoy being partners with the teams, working closely with our internal discharge team and external partners including with the FRS 'Safe and Well' team which has improved signposting/ referral pathways for safe hospital discharges.

Challenges to effective safeguarding adults

A significant challenge has been protecting people's right to freedom, when a person does not have capacity to make a specific decision and does need to remain in hospital for their own safety. There have been challenges regarding lawful frameworks and how to facilitate multidisciplinary meetings to protect people's safety. Working within DBCP SAB MCA/ DoLS subgroup has meant an outcome of proactive discussion and strong working relations within our MCA teams and development of a system agreed Memorandum of Understanding (MOU) to escalate and resolve such cases. The MOU is in its final stages of ratification.

Within UHD we have experienced an increase of violence and aggression towards health staff, whilst we recognise that the health needs for some people are extremely complex, being abused is demoralising for our staff. UHD has a strong focus on staff wellbeing. We are working with partners to improve staff safety through de-escalation behaviours and trauma awareness and improved MAPPA information sharing.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

It is extremely positive that UHD is more actively involved as partners in SARs and DHRs. Learning from these statutory reviews is embedded within the organisation in a variety of ways:

- Shared via our global comms systems
- Reported and shared via our quarterly safeguarding steering groups, safeguarding groups, clinical governance groups and Quality Committee
- Added to our staff intranet pages
- Discussed and shared via our face-to-face blended training sessions
- Individual and team feedback, as appropriate via a reflective supervision session.

Department for Work and Pensions

Achievements during 2024-2025

DWP continues to build capability around signposting to professionals/organisations to support our most vulnerable customers. We continue to share and use free training sought and shared through partner organisations to further build knowledge, confidence and understanding of subject areas falling under the safeguarding umbrella. We pride ourselves on our joined-up partnership/multi-agency approach to supporting our most vulnerable customers. We have 38 Advanced Customer Support Senior Leaders (ACSSL) across the country who support all benefit lines (Universal Credit, Employment Support Allowance, State Pension, Carers allowance) looking at improvements, lessons learnt, prevention and capability building.

Challenges to effective safeguarding adults

- GDPR – This can sometimes be a barrier when we are trying to gather information to support in safeguarding cases
- Lack of contact details/ trying to find the right person who can support with progressing a case

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

- Many processes have been improved.
- Policy changes have taken place.
- Additional training delivered and refresh events.
- Increased resources to support activity within Advanced Customer Support

Achievements during 2024-2025

During 2024-2025, Dorset Probation Service collaborated with local Adult Safeguarding Boards and Her Majesty's Prison & Probation Service (HMPPS) to deliver a joint event focused on strengthening partnerships between probation and prison services. This initiative aimed to improve mutual understanding of safeguarding challenges and foster more effective multi-agency working across the criminal justice system.

Challenges to effective safeguarding adults

Dorset Probation has encountered several challenges in delivering effective adult safeguarding, particularly in cases involving individuals held in custody outside the local area. These situations often require coordination across multiple safeguarding teams, which can lead to ambiguity around roles and responsibilities. In at least one instance, escalation to Multi-Agency Public Protection Arrangements (MAPPA) Level 3 was necessary to clarify agency responsibilities and ensure appropriate safeguarding oversight.

A further challenge has been the limited availability of suitable housing for individuals within the criminal justice system who have identified safeguarding needs. This issue is compounded when individuals are relocated across geographical boundaries, making continuity of care and safeguarding planning more complex.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

In response to learning from both local and national SARs, Dorset Probation has taken several steps to strengthen safeguarding practice:

- All probation staff are now required to complete mandatory adult safeguarding training. This supports a more holistic approach to assessing and identifying the needs of individuals under supervision
- Efforts are underway to strengthen the strategic alignment between MAPPA Strategic Management Boards (SMBs) and local safeguarding boards, ensuring that safeguarding and risk management plans are better integrated.
- There is growing confidence among Dorset's middle management team in understanding the SAR process and making appropriate referrals, reflecting a positive shift in organisational learning and safeguarding culture.

Achievements during 2024-2025

We have had some successes including achieving the achievement of positive outcomes for one prisoner who had been in custody since the 1960s where we were able to successfully reintegrate him into the Dorset community.

Challenges to effective safeguarding adults

There continues to be barriers in terms of social care assessments. However, due to the nature of our prison population this does not happen too often, but we do find when we do complete referrals there can be delays in us receiving support.

Learning from SARs – changes which have taken place within the past year in response to learning from local or national SARs?

Professional and multi-disciplinary team meetings are held with all required stakeholders present to ensure effective and timely sharing of information. We share risk related information both internally and externally as appropriate this includes with probation colleagues who will be supporting the prisoner on release.

Achievements during 2024-2025

- More joined up working with the local community in terms of safeguarding. This led to a bespoke Prisons meeting, organised by the Dorset & BCP SABs in September 2024 that dealt more specifically with the issues faced by prisons and risks associated with prison release.
- Neurodiversity Support Manager has liaised with Dorset Domestic Abuse Forum to spotlight challenges around neurodiversity in the perpetrator population and how the same neurodiverse issues in victims increase risk of harm and vulnerability.
- Prisons have their own policies around managing safeguarding in prison especially around risks of self-harm and suicide.
- There has been an improvement in the liaison between the prison and Weymouth local adult social care office which is ensuring Care Act Assessments are being conducted as and when required.

Challenges to effective safeguarding adults

HMP The Verne is not funded for resettlement but is increasingly releasing prisoners into the community, many prisoners are released to 'Approved Premises' (AP). Due to government policy of reducing sentence served to 40% there has been increased pressure on AP beds. (PCOSO prisoners themselves do not fall within the remit for the 40% reduction but many other individuals who do, are requiring the same AP beds) This has meant that some have not been able to remain in the AP as long as anticipated, which impacts an increased need to find long-term accommodation, with hotels sometimes being used as an interim solution due to difficulties housing ex-offenders. Recall prisoners have reported intentional licence breaches to return to prison as they are finding themselves with no accommodation or unstable accommodation. This presents a risk to them as well as the wider public. 50% of our population is over 50 and we are seeing increased social care and nursing needs as a result. Meanwhile, population pressures mean we are also receiving prisoners from Local B category prisons quicker and much earlier in their sentence. Many of these individuals are neurodivergent, younger and have a history of drug abuse. Thus, the demography of our prison is changing, and we need to adapt practice to this.

Housing Reference Group

In January 2025, a second successful event was hosted by the SABs for Registered Housing Providers, building on previous events and linking in with the 2023-2026 Strategic Plan and Board priorities. There were presentations from:

- 'Recoop' charity - working with older (50+) prisoners, preparing for release and some of the issues in finding suitable accommodation. This was an opportunity for housing providers to learn more and share their experiences and concerns; and for criminal justice professionals to network with housing providers and share good practice.
- Dorset Council & BCP Council - with discussion on pathways for people who self-neglect and for people who hoard.

Reflections on good practice during 2024-2025 included;

- ✓ Successful engagement with a person – previous failed attempts now working with them and have ongoing support in place.
- ✓ Developed a productive and improved working relationship with Bournemouth Police.
- ✓ Vulnerable gentleman struggling in current accommodation, supported to move to a care setting
- ✓ A Homeless person supported to settle into accommodation
- ✓ Moved a couple into supported accommodation. Addressing complex Mental Health issues, now in safe and better suited accommodation.

The Housing Reference Group membership continues to grow and focus for 2025-2026 will cover:

- Learning from SARs – discussion and implementation
- Analysis and delivery of Safeguarding training needs
- Continued multi-agency work
- Links to the Prison Service – understanding blocks and barriers
- Tackling social isolation
- Further work on Hoarding and Self-Neglect.

Personal Safeguarding Story

A Safeguarding concern was raised by a GP due to failure to gain access to see 'Colin' in his own home who was significantly disabled following a stroke. Clinical staff had written to Colin, phoned and visited him and had key concerns about his unreviewed diabetes and reports that he was in pain and taking opiate medication.

Subsequent attempts by community clinicians, the GP and the safeguarding team to see or gain access to Colin's property were declined by him and he would shout expletives at practitioners. Concerns were also raised about the safety of Colin's partner who was potentially at risk from his abusive verbal behaviour.

The following action was taken:

- Clinical staff were subsequently able to visit Colin at home, assessing his needs and reviewed his diabetes.
- BCP adult social care (ASC) safeguarding brought oversight and helped facilitate all the partner agencies involved.
- BCP ASC assessed Colin's needs and arranged for a care package of 3 visits a day. BCP also arranged for a Benefits Advisor to work with Colin to ensure he had all benefits for which he was eligible and ensured he could access his money independently via his phone
- BCP Housing helped Colin clear the unwanted goods he was deemed to be hoarding and undertook electrical and gas safety checks. Housing also worked with him to arrange for a deep clean and arranged a sheltered housing application which was deemed more appropriate to his needs.
- Dorset Fire & Rescue Service attended and undertook a property safety check.
- The Safeguarding Practitioner later liaised with Colin's partner when she was taken unexpectedly into hospital. She denied any abuse having taken place and talked about the couple's shame at the state of their home which was the reason they declined access to others. She was also offered support to get her home cleared and cleaned and was open to this, but sadly, died suddenly in hospital.

Colin then became open to receiving support from agencies and is now positive about his future and how he is being supported. This motivated him to take responsibility and speak to agencies which has in turn improved his speech. He now has hope to regain his ability to walk and is benefiting from the care support brought to him. Colin expressed sincere thanks to all involved and stated he would willingly speak to anybody who wanted a perspective of the support and care provided for him over this period.

Personal Safeguarding Outcome

Colin had failed to engage or let anyone into his property for several years, and due to previous experiences had little trust in Social Services and the Council. Colin was in very poor health both mentally and physically and the property condition was very poor. He had also recently lost his partner.

Adult Social Care (ASC) worked extremely hard in regard to the 'safeguarding' aspect of this situation and worked closely with Colin to identify and bring in the necessary help and support he has desperately needed.

The below represents a comment from a BCP Welfare Benefits Officer in respect of the work undertaken by the BCP Adult Safeguarding Team in Jan 2025

"I have spoken regularly with Colin since my involvement, and he cannot speak highly enough of the ASC colleague and the work he has undertaken. The turnaround in Colin's situation has been nothing short of unbelievable. He is now engaging closely with several teams across the area including BCP Homes, ASC and health care professionals.

The work with Colin has most definitely restored his faith in Adult Social Care Services, and assisted him to get out of the extremely dark place he was in."

Good news stories

Safeguarding Adults Specialist Services (SASS) Team Compliments 2024-2025:

“J had been fantastic trying to support P even when he hasn’t wanted to engage. She has obviously fought hard for his housing application to proceed, and has been a source of good advice to his friends who have also been trying to support P. She is a caring and hard-working social worker and has taken setbacks in working with P in her stride.

I think P has benefitted from a dedicated social worker supporting him.”

Received for a colleague within the Drug and Alcohol Statutory Team (DAST) Oct 2024 from a family member of a person who accessed the service

“Thank you so much for all your support and for believing in me. You’re such a lovely person who made my journey that little bit easier with your kindness and thanks to you and everyone else you’ve given me the opportunity to make an amazing future for me and X and be the best version of me I can be. Thank you”.

Received for a colleague, Parental Substance Misuse Court (PSMC) Co-ordinator in April 2025 from a person who used the service

Good news stories

Safeguarding Adults Specialist Services (SASS) Team Compliments 2024-2025

“I want to reflect my compliment that you managed to work with S in a trauma informed way emphasising on pretreatment which involved pre-engagement, engagement, and currently contracting and understanding his values and goals.

You have helped with his cultural needs with also looking at promoting safety to facilitate change.

Good piece of work....”

Received for a colleague in the Homeless Intervention Team in Jan 2025 from a Team Leader of a partner agency

“During the past few months I have had frequent communication with C, she has been an excellent support to me with frequent phone calls and two visits. On all occasions she has made me feel supported and at ease.

I’d also just like to add that during our monitoring visit with B he was incredibly professional, friendly and also made me feel at ease.

Both B and C are incredibly professional but with an open and friendly manner, it’s been a pleasure to have them as the support for X.”

Received for colleague in Adult Safeguarding Hub (ASH) and a colleague, Service Improvement Officer from the Service Improvement Team (SIT) May 2025 from a Residential Home Manager

Safeguarding Adults

- Safeguarding adults is about protecting the rights of people with care and support needs to live in safety, free from abuse, harm and neglect.
- If you are concerned about a person who is over the age of 18 years, who has care and support needs, and you feel they are being abused or at risk of abuse from another person, you should seek help for them.
- **To report a safeguarding concern in the BCP Council area contact: 01202 123654**

During evenings and weekends, telephone 0300 1239895



Thank you for reading our Bournemouth, Christchurch and Poole
Safeguarding Adults Board Annual Report 2024-2025
If you would like to get in touch, please do so by the following contact details :

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Tel: 01202 794300

[BCP SAB Website](#)

Safeguarding is everybody's business